
Number: CSB-131018-1

Released: 18th October 2013

Modified:

Subject: Connection timeouts during IP Reputation service update

Product: FortiWeb

Description of Issue:

Connection timeouts to web servers protected by FortiWeb may be experienced during IP Reputation service updates. This issue is caused by the FortiWeb operating system sending out errors to the console, which may result in slowing down access to servers. The following message can be found on the device console should this issue occur:

```
get IP intelligence hash node error(1000000)
```

Affected Products:

FortiWeb products that have IP Reputation service enabled in server policies

Affected OS:

FortiWeb 5.0.0, 5.0.1, 5.0.2

Resolution:

Fortinet has provided a release for FortiWeb OS version 5.0.3. Fortinet recommends that customers upgrade to the above stated release or later. Prior to this release, Fortinet recommends disabling the IP Reputation feature from the FortiWeb server policies.

Technical Support Contact Information:

http://www.fortinet.com/support/contact_support.html

Fortinet technical support home page: <https://support.fortinet.com>

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